

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CLOSE CONSULTING, INC. ON BEHALF
OF COLUMBIA GREENVIEW REGIONAL
HOSPITAL

COMPLAINANT

v.

BELLSOUTH TELECOMMUNICATIONS, INC.

DEFENDANT

CASE NO. 96-493

O R D E R

On March 31 1997, Complainant filed with the Commission its motion to withdraw and dismiss its complaint in this proceeding. As the basis for its motion, Complainant states that subsequent to the March 17 informal conference, it has been unable to locate any written request that certain outbound-only lines be discontinued and that the person whose responsibility it would have been to make such a request is no longer employed by Columbia Greenview Regional Hospital.

In view of these events, the Commission finds good cause exists to grant Complainant's motion to dismiss. The Commission further finds that BellSouth should avoid causing customer confusion associated with its answer pattern for outward-only trunks and that using the same pattern for a single customer is a reasonable means of accomplishing this end.

IT IS THEREFORE ORDERED that:

1. BellSouth shall avoid causing customer confusion associated with its answer pattern for outward-only trunks by using the same pattern for a single customer, unless the customer specifically instructs BellSouth otherwise.

2. If such alteration of its answer pattern requires tariff revisions, BellSouth shall, within 20 days of the date of this Order, file the revisions pursuant to 807 KAR 5:011.

3. Complainant's motion to dismiss is granted and this case is dismissed.

Done at Frankfort, Kentucky, this 16th day of April, 1997.

PUBLIC SERVICE COMMISSION

Linda K. Breathitt
Chairman

Elan J. Whelan
Vice Chairman

B. J. Helton
Commissioner

ATTEST:

Don Mills
Executive Director